



Activity Performance Indicators

– what you have told us –

The information below includes:

- How residents rated their satisfaction on use of a selection of Council services and facilities;
- The activity service and performance results; and
- A peer review comparison with three Councils (Thames-Coromandel District Council (TCDC), Opatiki District Council (ODC) and Gisborne District Council (GDC) looking primarily at customer satisfaction with Council's facilities and services.

2013/14 results

<p>1: Not Achieved 65% of residents were aware of local community boards that function in their area. This was a significant increase on last year's result. Political culture of the organisation has changed. The current political leadership is committed to increasing the profile of community boards.</p> <p>Peer Group Comparison 51% of peer group residents were aware of local community boards within their area.</p>	<p>1: Percentage of residents aware of their Community Board 65%</p> <table border="1"> <caption>Percentage of residents aware of their Community Board</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>65%</td> </tr> <tr> <td>2010/11</td> <td>50%</td> </tr> <tr> <td>2011/12</td> <td>43%</td> </tr> <tr> <td>2012/13</td> <td>49%</td> </tr> <tr> <td>2013/14</td> <td>65%</td> </tr> </tbody> </table>	Year	Percentage	2009/10	65%	2010/11	50%	2011/12	43%	2012/13	49%	2013/14	65%	<p>Peer Group Average 51%</p> <table border="1"> <thead> <tr> <th>COUNCILS</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>TCDC</td> <td>83%</td> </tr> <tr> <td>ODC</td> <td>47%</td> </tr> <tr> <td>GDC</td> <td>25%</td> </tr> </tbody> </table> <p>Legend: ■ Result, □ Target</p>	COUNCILS	2014	TCDC	83%	ODC	47%	GDC	25%
Year	Percentage																					
2009/10	65%																					
2010/11	50%																					
2011/12	43%																					
2012/13	49%																					
2013/14	65%																					
COUNCILS	2014																					
TCDC	83%																					
ODC	47%																					
GDC	25%																					
<p>2: Achieved 86% of residents felt that Council was doing a good job (22%) or reasonable job (64%) of keeping the public well informed. This exceeded the target set (60%)</p> <p>Social media e.g. Facebook using notice pages which covers the town areas of the district has been a positive outcome reaching the community on what Council is doing.</p>	<p>2: Percentage of residents who feel well informed about what Council is doing 86%</p> <table border="1"> <caption>Percentage of residents who feel well informed about what Council is doing</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>40%</td> </tr> <tr> <td>2010/11</td> <td>50%</td> </tr> <tr> <td>2011/12</td> <td>52%</td> </tr> <tr> <td>2012/13</td> <td>50%</td> </tr> <tr> <td>2013/14</td> <td>86%</td> </tr> </tbody> </table>	Year	Percentage	2009/10	40%	2010/11	50%	2011/12	52%	2012/13	50%	2013/14	86%	<p>Peer Group Average 90%</p> <table border="1"> <thead> <tr> <th>COUNCILS</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>TCDC</td> <td>97%</td> </tr> <tr> <td>ODC</td> <td>90%</td> </tr> <tr> <td>GDC</td> <td>83%</td> </tr> </tbody> </table>	COUNCILS	2014	TCDC	97%	ODC	90%	GDC	83%
Year	Percentage																					
2009/10	40%																					
2010/11	50%																					
2011/12	52%																					
2012/13	50%																					
2013/14	86%																					
COUNCILS	2014																					
TCDC	97%																					
ODC	90%																					
GDC	83%																					

2013/14 results

Result Target

3: Not Achieved
 50% of residents were extremely satisfied (13%) or satisfied (37%) with the ease of accessing Council information and services. This result was an increase on last year's measure. Presently recruiting a person to manage FNDC website improvements which will significantly improve ease of access to Council information.

Peer Group Comparison
 The combined peer group average increased to 62% from 54% in 2011.

3: Percentage of residents satisfied with ease of access to Council information
50%

Peer Group Average
62%

COUNCILS	2014	2012
TCDC	50%	53%
ODC	63%	53%
GDC	72%	53%

Year	Result (%)	Target (%)
2009/10	60	68
2010/11	40	68
2011/12	42	69
2012/13	43	60
2013/14	50	60

4: Achieved
 Results are based within FNDC website on page views for meetings and strategic documents. From 2013 Council introduced a cost producing a printed copy of agenda minutes and strategic planning documents. Printing requests have reduced and access to FNDC website for agenda minutes and strategic planning documents has increased.

4: Number of website hits for agenda minutes and strategic planning documents
9,929

Year	Result	Target
2009/10	9,000	8,000
2010/11	6,000	8,000
2011/12	40,000	8,000
2012/13	10,000	8,000
2013/14	8,000	9,929